

YOUTH SERVICES POLICY

Title: Office of Telecommunications Management (OTM) Land Lines Next Annual Review Date: 09/20/2012	Type: A. Administrative Sub Type: 3. Fiscal Number: A.3.13
	Page 1 of 2
References: Administrative Rules and Regulations of the Office of Telecommunications Management Title 4 Part IX Telecommunications	
STATUS: Approved	
Approved By: Mary L. Livers, Deputy Secretary	Date of Approval: 09/20/2011

I. AUTHORITY:

Deputy Secretary of Youth Services as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To provide procedures for Youth Services (YS) employees requests for new land lines, changes to land lines, and problems with land lines in conjunction with Public Safety Services (PSS) / Office of Management and Finance.

III. APPLICABILITY:

All Central Office (CO) and Regional Office YS employees.

IV. DEFINITIONS:

Youth Services (YS) OTM Liaison - A YS Office of Management and Finance (OMF) / Purchasing employee assigned to serve as the liaison between YS and PSS/OMF/Purchasing to handle land line requests.

V. POLICY:

It shall be the Deputy Secretary's policy that employees assisting PSS/OMF with the responsibility for handling land line requests for YS Central Office and Regional Offices shall do so in accordance with the procedures established herein.

VI. PROCEDURES:

A. Central Office and Regional Offices shall:

1. Submit requests to obtain approval for installation of a new land line or change to an existing land line to the YS OTM Liaison.
2. The YS OTM Liaison shall submit approved requests to the PSS/OMF OTM Coordinator for approval by PSS.

3. PSS/OMF shall send notification to the YS OTM Liaison that the request has been submitted to OTM.

Note: The anticipated response time for processing requests through PSS/OMF shall be within three (3) to five (5) business days.

4. Problems with land lines shall be submitted to the YS OTM Liaison, who shall notify OTM within one (1) day. Problems include, but are not limited to: no dial tone, receiving no incoming or outgoing calls, etc.

B. Secure Care Facilities

Secure Care Facilities shall place their own land line service calls directly through Bell South for handling.

Previous Regulation/Policy Number: A.3.13

Previous Effective Date: 8/24/11

Attachments/References: